

## INTISARI

Penelitian ini bertujuan untuk mengetahui dan menganalisis pengaruh Kepuasan Kerja, Komitmen Organisasi dan Iklim Organisasi terhadap *Organizational Citizenship Behavior*. Data yang digunakan dalam penelitian ini adalah data primer yang diperoleh dari kuesioner. Jumlah sampel sebanyak 36 orang responden yang merupakan keseluruhan dari populasi karyawan Hotel Varna Surabaya sehingga digunakan sampel jenuh. Teknik analisis data yang digunakan adalah metode regresi linier berganda dan uji hipotesis menggunakan uji F dan uji t. Hasil penelitian menunjukkan bahwa variabel kepuasan kerja berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior*. Variabel komitmen organisasi tidak berpengaruh terhadap *Organizational Citizenship Behavior*. Variabel iklim organisasi berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior*. Dan variabel yang memiliki pengaruh paling dominan terhadap *Organizational Citizenship Behavior* adalah variabel kepuasan kerja.

Kata Kunci : Kepuasan Kerja, Komitmen Organisasi, Iklim Organisasi dan *Organizational Citizenship Behavior*



## ABSTRACT

This research is aimed to identify and to analyze the influence of Job Satisfaction, Organizational Commitment and Organizational Climate to the Organizational Citizenship Behavior. The data is primary data which has been obtained by issuing questionnaires. The samples are 36 respondents who are the entire population and the employees of the Surabaya Hotel Varna which have been selected by using saturated samples. Data analysis technique has been done by using multiple linear regression method and the hypothesis test has been performed by using the f test and the t test. The result of the research shows that job satisfaction variables has positive and significant influence to the Organizational Citizenship Behavior. Organizational commitment variable does have any influence to the Organizational Citizenship Behavior. The variable which have the most dominant influence to the Organizational Citizenship Behavior is job satisfaction.

Keywords: job satisfaction, organizational commitment, organizational climate, organizational citizenship behavior

